

**King County Regional Support Network (RSN)**  
**Rights for Clients Receiving Outpatient Services**

***What are My Rights as a Person Receiving Public Mental Health Services in the community?***

- To be treated with respect and dignity.
- To have your privacy protected.
- To help develop a plan of care with services to meet your needs.
- To participate in decisions regarding your mental health care.
- To receive services in a barrier-free location (accessible).
- To request information about names, location, phones, and languages for local agencies.
- The right to receive the amount and duration of services you need.
- To request information about the structure and operation of the RSN.
- The right to services within 2 hours for emergent care and 24 hours for urgent care.
- To be free from use of seclusion or restraints.
- To receive age and culturally appropriate services.
- To be provided a certified interpreter and translated material at no cost to you.
- To understand available treatment options and alternatives.
- To refuse any proposed treatment.
- To receive care that does not discriminate against you (e.g. age, race, type of illness).
- To be free of any sexual exploitation or harassment.
- To receive an explanation of all medications prescribed and possible side effects.
- To make an advance directive which states your choices and preferences for mental health care.
- To receive quality services that are medically necessary.
- To have a second opinion from a mental health professional.
- To file a grievance with your agency or RSN.
- To file a RSN appeal based on a RSN written Notice of Action.
- To choose a mental health care provider or choose one for your child who is under thirteen years of age.
- To change mental health care providers during the first 90 days, and sometimes more often.
- To file a request for an administrative (fair) hearing.
- To request and receive copy of your medical records and ask for changes.
- To be free from retaliation.
- To be informed that research concerning clients whose costs of care is publicly funded must be done in accordance with all applicable laws, including state rules on the protection of human research subjects.
- To discuss a concern with the Ombuds service, regional support network, or provider if you believe your rights have been violated. If you discuss a concern or file a grievance or an appeal, you must be free of any act of retaliation. The Ombuds may, at your request, assist you in resolving your concerns.

You may want to ask your mental health care provider for more information about your rights. You have the right to request policies and procedures of the RSN and community mental health agencies as they pertain to your rights.